

FALMOUTH

UNIVERSITY

ADMISSIONS POLICY

Admissions

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1 Introduction

- 1.1 This document sets out our policy in relation to applications and the selection of students. It applies to all courses offered by Falmouth and those offered in collaboration with our partner institutions.

2 Legislation and regulation

- 2.1 Our admissions policies and processes comply with the relevant legislation, including, but not limited to, the [Human Rights Act 1998](#); the [Data Protection Act 1998](#); the [Freedom of Information Act 2000](#); and the [Equality Act 2010](#).

They also comply with the following codes of practice:

- [Quality Assurance Agency \(QAA\), Quality Code for Higher Education, Chapter B2 Admissions](#)
- [Supporting Professionalism in Admissions \(SPA\) Good Practice: Admissions Policies](#)

- 2.2 This policy operates within the context of the [Academic Regulations](#), available on our website.

3 Approval, monitoring and operation of policy and procedures

- 3.1 Our admissions and processes are subject to ratification by the Academic Board. They will be subject to periodic review to:

- encompass new and changing legislation
- take new and changing entry qualifications into account
- acknowledge new modes of study and collaborative arrangements
- reflect 'good practice' within the HE sector
- fulfil Falmouth's strategic aims and objectives

- 3.2 Monitoring of policies and processes may be delegated to the Academic Quality and Standards Committee, which is a sub-committee of Academic Board.

- 3.3 Responsibility for implementing admissions policies and processes, and advising the Vice-Chancellor, Academic Board and Academic Quality and Standards Committee, lies with the Registrar and Director of Student Administration.

- 3.4 The Admissions Office has oversight of the admissions process for all levels of study. Its core mission is to provide an efficient, reliable and responsive service to enquirers, applicants and academic colleagues. It ensures that the admissions process is transparent and fair, and that Falmouth's admissions policy is applied consistently across the University.

- 3.5 The Admissions Office co-ordinates all aspects of an application through from initial enquiry to its conclusion.

4 Information for enquirers and applicants

- 4.1 We will provide clear and appropriate information at all stages of the application process. We recognise the importance of providing accurate and appropriate pre-entry information and support to prospective students so that they can make an informed decision about whether to apply to Falmouth. We will have readily available information that covers the following:
- Criteria for entry
 - How to apply
 - Application processes
 - Tuition fees and course costs
 - Bursaries and scholarships
 - Accommodation
 - Accessibility support
 - Dedicated support for Care Leavers
 - Financial support for students
 - Key Information Sets
 - Course content
- 4.2 We aim to provide accurate and up-to-date information in all of our publications. The printed prospectus is published more than 12 months before the beginning of a course, so applicants should always refer to our website for the most up-to-date admissions and course information at www.falmouth.ac.uk/courses. Where appropriate, information will also be provided via the websites of our partner institutions.
- 4.3 We will ensure that the information contained in our marketing materials and external listings, such as the [Universities, Colleges and Admissions Service \(UCAS\)](#) or Key Information Sets, is as accurate as possible, and is available to applicants at the outset of the decision-making process. We do periodically update our courses and modules to ensure that they are up-to-date and provide the best possible experience for our students. We encourage prospective applicants to refer to our online information to ensure they have the most up-to-date course details before they apply. In the case of courses that are listed with UCAS, we also encourage prospective applicants to refer to the UCAS listing to ensure they have the most up-to-date information about our courses and vacancies.
- 4.4 Where appropriate, we will inform applicants about any such changes that occur following application in writing or by email. For courses that are listed with UCAS, we will also inform applicants using UCAS Track.
- 4.5 Where a course will only run if there is a viable group size, this will be made clear to applicants. The notice period after which such a course may not be cancelled will also be specified.
- 4.6 Applicants and potential applicants are encouraged to visit our campus to find out at first-hand about life at Falmouth, through our Open Days, Taster Days, Campus Tours, Interviews or Auditions and Post-Offer Visit Days. More information can be found at <http://www.falmouth.ac.uk/open-days>

- 4.7 All enquiries regarding the application process should be made to our Admissions Team using our online enquiry form available on the [University's 'Contact' web page](#) or by telephoning +44 (0)1326 213730.

5 Contact with applicants and response times

- 5.1 There are a number of points in the admissions process at which Falmouth or its partners may interact with an applicant. These include:

- Initial enquiry, e.g. telephone call, email, web enquiry form
- Online communication at each stage of the application process
- Information about Open Days and Post-Offer Visit Days
- Information about our courses and the University e.g. email, social media
- Interview and auditions e.g. in person, online or telephone call
- Online communication of academic decision
- Information about student accommodation
- Information about Student Services including accessibility support
- Information about fees and bursaries
- Feedback on an unsuccessful application on request
- Welcome information

- 5.2 We aim to acknowledge receipt of initial applications to all levels of study within two working days.

- 5.3 Although we aim to make academic decisions as quickly and efficiently as possible, we do have to ensure that all applications receive the attention they deserve. Additionally, the University may require further information in order to reach a decision. We aim to make decisions within five working days of an interview or audition. There may be times when competitive courses take longer to make decisions, if there are many more applications than places available.

6 Application principles

- 6.1 Our Admissions Policy aims to be transparent and fair, and this will be reflected in our approach. We will act professionally and in a timely fashion throughout the application process.

- 6.2 All applicants will be considered on their individual merits. We seek to identify applicants with the potential and motivation to succeed on our courses, who will fully engage with, and benefit from, studying at the University.

- 6.3 To ensure a fair and consistent admissions process, all courses will clearly state their entry criteria, including academic entry qualifications, along with appropriate experience and skills required for entry; clear statements about interviews and auditions; and statements about what we require of a successful applicant. This information will be made available online and in our communications with applicants throughout the admissions process.

- 6.4 Whilst we take academic qualifications into account, we also consider a range of other relevant criteria, because we acknowledge that academic achievement by itself is not the only measure of creative ability. We recognise and accept the value of a wide range of

qualifications and equivalent, current and relevant learning achieved through experience. Applicants reach us from a variety of routes and it is important that they all have a fair and equal chance to come to Falmouth.

- 6.5 We are fully committed to the principles of equality enshrined in the Equality Act to eliminate discrimination, harassment and victimisation. As such any form of discrimination under the protected characteristics which include disability, religion and belief, sex (gender), sexual orientation, maternity and pregnancy, gender reassignment will not be tolerated. We are also committed to freedom of speech and expression as outlined in the Human Rights Act, 1998 which incorporates the European Convention on Human Rights (ECHR).
- 6.6 Age discrimination is prohibited under the Equality Act. Falmouth University does not impose upper age or lower age limits for applicants or students.

7 Entry requirements

7.1 Academic entry requirements

- 7.1.1 Our standard academic entry requirements are positioned within the [Framework for Higher Education Qualifications \(FHEQ\)](#) in England, Wales and Northern Ireland and are available online on each course page. Due to the creative nature of the University's courses, applicants will be considered on individual merit and potential. We appreciate that not all prospective students meet the standard entry criteria for its courses, and will consider a range of equivalent level qualifications from around the world, and equivalent learning outcomes achieved through self-directed study and/or professional or voluntary experience.
- 7.1.2 We comply with the admissions requirements of Professional, Statutory and Regulatory Bodies (PSRBs), where applicable. These may be found on the website under the entry requirements of individual courses.
- 7.1.3 Non-standard entry qualifications and/or experience will be assessed within the [Accreditation of Prior Learning \(APL\)](#) policy and process, available online.
- 7.1.4 Any certificates or transcripts of qualifications that are not in English will need to be supplied with translations in English. Any costs associated with this will be borne by the applicant.

7.2 Foundation courses

- 7.2.1 The standard minimum entry requirements for admission to the Foundation Diploma in Art & Design are a combination of FHEQ Level 2 and Level 3 equivalent qualifications or current, relevant and equivalent experience. Typically, applicants will have five GCSEs graded C or above, including Maths and English Language, or equivalent, and two A Levels, with at least one related to Art, Design or Media, or equivalent.
- 7.2.2 The standard minimum entry requirements for admission to an undergraduate course with Integrated Foundation year are a combination of FHEQ Level 2 and Level 3 equivalent qualifications or current, relevant and equivalent experience. Typically, applicants will have

five GCSEs graded C or above, including Maths and English Language, or equivalent, and two A Levels, or equivalent.

7.3 Undergraduate courses

7.3.1 The standard minimum entry requirements for admission to undergraduate level courses are FHEQ Level 3 equivalent qualifications or current, relevant and equivalent experience. Some courses may also require minimum grades in specific subject areas and these will be published within the course listing online. Courses that use UCAS will usually express standard entry requirements in a range of UCAS points, and these will be published online with UCAS and on our own website.

7.4 Postgraduate courses

7.4.1 The standard minimum entry requirements for admission to postgraduate taught level are FHEQ Level 6 equivalent qualifications or current, relevant and equivalent experience. Typically, applicants will have an undergraduate honours degree in a relevant subject area, or relevant equivalent experience and a demonstrable interest in their subject.

7.4.2 The standard minimum entry requirements for admission to a postgraduate course with Integrated Foundation year are a combination of FHEQ Level 6 equivalent qualifications or current, relevant and equivalent experience. Typically, applicants will have an undergraduate honours degree in a relevant subject area, or relevant equivalent experience and a demonstrable interest in their subject. The objective of the Integrated Foundation year is to provide a conversion from unrelated disciplines, academic skills support and/or enhancement of English language skills.

7.5 English Language entry requirements

7.5.1 Applicants must provide evidence that their ability to read, write, speak and comprehend spoken English is at a level that will enable them to succeed in their studies. Falmouth's standard English language entry requirements are positioned within the [Common European Framework of Reference \(CEFR\)](#) levels B2 to C1, depending on the level of study applied for.

7.5.2. Native English-speaking applicants are required to have a minimum of Grade C/4 or above in GCSE English language or equivalent.

7.5.3. Applicants whose first language is not English are required to demonstrate proficiency in English language by formal academic qualification. The minimum level of attainment required differs between the levels of study the student is applying for. Using the scale of the [IELTS Academic English Test](#), minimum requirements are:

- Foundation Diploma in Art & Design: IELTS Academic 5.5 overall, with a minimum of 5.5 in each of Reading, Writing, Speaking and Listening
- Undergraduate level with an Integrated Foundation: IELTS Academic 5.5 overall, with a minimum of 5.5 in each of Reading, Writing, Speaking and Listening
- Undergraduate level: IELTS Academic 6.0 overall, with a minimum of 5.5 in each of Reading, Writing, Speaking and Listening
- Postgraduate taught level with an Integrated Foundation: IELTS Academic 5.5 overall, with a minimum of 5.0 in each of Reading, Writing, Speaking and Listening

- Postgraduate taught level with an 'accelerated' Integrated Foundation: IELTS Academic 6.0 overall, with a minimum of 5.5 in each of Reading, Writing, Speaking and Listening
- Postgraduate taught level: IELTS Academic 6.5 overall, with a minimum of 6.0 in each of Reading, Writing, Speaking and Listening

7.5.4. This requirement may be waived for postgraduate study where applicants have recently achieved a degree at an English-speaking University.

7.5.5. These tests must have been taken no more than two years before the intended enrolment date.

7.5.6. The University recognises and will accept a number of alternative qualifications to IELTS which have established equivalencies. A list of these qualifications can be found on our website at www.falmouth.ac.uk/international/qualifications.

7.5.7. International students who require a visa to study in the UK are recommended to take a Home Office-approved [Secure English Language Test \(SELT\)](#) at the level appropriate to the course of study. In some cases, and with prior arrangement between the applicant and Admissions staff, the University will be able to vouch for non-approved tests.

7.6 International (non-EU) students

7.6.1. International applicants must abide by the requirements of HM Government's Home Office and [UK Visas and Immigration \(UKVI\)](#) service if they wish to enter the UK or to remain in the UK for study purposes.

7.6.2. This includes obtaining immigration permission in the form of a Tier 4 (General) student visa or a short-term study visa, depending on the duration of the course.

7.6.3. Falmouth University is a registered Tier 4 Sponsor and, therefore, can issue Confirmation of Acceptance for Studies (CAS) statements to allow applicants to apply for immigration as a student. As a Sponsor, the University is also legally bound to report information about its Tier 4 students to the Home Office and UKVI throughout their studies.

7.6.4. While our staff will provide general advice and guidance to prospective students regarding the Government's student immigration rules, we strongly advise all prospective students refer to the [UK Council for International Student Affairs \(UKCISA\)](#) website. Ultimately, it is the student's responsibility to abide by immigration laws and to notify the Home Office immediately of any changes to their circumstances which may affect their right to study in the UK.

7.7 Refugees and asylum seekers

7.7.1. Our normal entry requirements apply to refugees and asylum seekers. However, they may be eligible for 'Home' fees if they can fulfil the criteria set by the Home Office when they begin a course of study. For more information, please visit the ['Fee status in England' section](#) of the UKCISA website.

7.8 Specific course requirements

- 7.8.1 Individual courses may make specific entry requirements in addition to the general University requirements, although these will be kept to a minimum and will be used to ensure applicants are best prepared to succeed on those courses. Details may be found in the 'Entry Requirements' section of each course's web page.

8 The application process

- 8.1 For most of our undergraduate courses, application via UCAS is required. Direct application via the Falmouth website or via our collaborative providers' websites is required for other courses. The application method for each course is set out on each course page online. Due to the creative nature of our courses, in most cases, there will be a need to submit evidence in the form of a portfolio or another assessment task that is additional to the initial application. This will be communicated clearly to all applicants via email and/or the applicant portal following application. The application process will also involve the submission of any evidence required to support the application and to satisfy entry requirements, such as submission of certificates or transcripts, or a passport/visa.
- 8.2 Where UCAS is used as an application system, Falmouth University complies with UCAS' guidance and deadlines.
- 8.3 An applicant can make a simultaneous application to as many different Falmouth courses as s/he wishes in the same cycle. However, if the course is a UCAS-listed course, there is a limit of five choices an applicant can make.
- 8.4 Once an application has been received, each application will be individually assessed and the applicant will be notified of any clearance checks that may apply to them such as, but not limited to, the need for proof of residency entitlement, or proof of English language ability or proof of identity.
- 8.5 Some courses may require an applicant to submit an online portfolio or complete an extra task before the application can proceed any further, depending on their entry and/or interview requirements. Such submissions will be used to assess the applicant's potential and suitability for admission and may be used as a basis for discussion at interview.
- 8.6 The majority of our courses interview all eligible applicants in order to assess their potential and suitability for admission to the University. Normally, we will invite applicants to an interview on campus, as we strongly recommend they view our facilities and meet our staff first-hand. However, we will arrange online or telephone interviews instead if an applicant is not able to attend the campus.

9 Applying for advanced entry

- 9.1 We welcome applications for advanced entry to all courses from applicants who are able to demonstrate that they can fulfil entry requirements through the [Accreditation of Prior Learning \(APL\)](#) process. In most cases, it is expected that this means entry to year 2 or 3 of an undergraduate course or part-way through the taught elements of a postgraduate course.
- 9.2 The University follows the standard principles of the Credit Accumulation and Transfer Scheme (CATS) that are recognised throughout the United Kingdom. This scheme allows

applicants who have started a course elsewhere to transfer into a similar course, bringing with them any credits they have accumulated at another university.

- 9.3 Candidates who possess non-standard entry qualifications may gain entry via Falmouth's Accreditation of Prior Certificated Learning (APCL) procedure.
- 9.4 Candidates who cannot provide evidence of prior certificated academic achievement may be able to apply via Falmouth's Accreditation of Prior Experiential Learning (APEL) procedure. This takes account of learning experiences gained through life, work or business that by their nature cannot be evidenced through formally assessed certification or transcripts.
- 9.5 There is a limit on the amount of prior credit which may be brought into any Falmouth award. See the [Academic Regulations](#) for details. Prior credit is normally expected to have been achieved within the last five years.
- 9.6 Details about our APL Policy and Procedure may be found on our [Student Regulations](#) web page under 'Admissions'.

10 Deadlines and late applications

- 10.1 Where application deadlines exist, these will be published on our website. For undergraduate courses, the deadline set by UCAS applies. We guarantee to consider equally all applications that are submitted by this deadline.
- 10.2 Where there are no official deadlines, we recommend that applicants apply early in the recruitment cycle to avoid disappointment.
- 10.3 Late applications will be considered only if there are vacancies available. In the case of highly competitive courses where the number of applications far outweighs the number of places available, we may not be able to consider late applications. Courses that list with UCAS, and that have late vacancies after the main application period has passed, will advertise any vacancies using the UCAS Clearing process. More information about Clearing can be found on the [UCAS website](#) throughout the year. Where appropriate, we will also advertise any Clearing vacancies on the Falmouth University website in August.
- 10.4 Where portfolios or other work is required to inform the decision-making process, late applicants may have less time in which to prepare themselves for interview or audition.

11 Deferred applications

- 11.1 Deferred application to courses at Foundation level is not normally permitted.
- 11.2 Applicants for Undergraduate courses should declare their intention to defer at the point of application. This can be done by selecting the year of entry desired in the UCAS system.
- 11.3 Deferred application to Postgraduate courses is not normally permitted.
- 11.4 Requests for deferred entry to Undergraduate courses made after the UCAS deadline will be considered in exceptional circumstances where a case is made to Falmouth in writing.

- 11.5 Deferral is initially granted for a maximum of one year, and can only be extended in the event of exceptional circumstances such as long-term illness. Extension will normally be for one year only, and for no more than a maximum of two years from the original application cycle year. If an applicant requests for a period that exceeds this timeframe, they will be advised to reapply.

12 Re-application and re-admission

- 12.1 Applicants who have been unsuccessful in a previous admissions cycle may reapply in a subsequent cycle and their application will be considered in the normal way, without reference to any previous evidence or decision.
- 12.2 UCAS applicants who have applied earlier in the cycle and been unsuccessful may reapply during Clearing, if vacancies are still available and provided that they can demonstrate academic improvement and/or submit new evidence to support their application.
- 12.3 Once a student has formally withdrawn from a specific course, or has been deemed withdrawn from a course, they cannot re-engage or be re-enrolled on to that course in the same academic year. They may however make a fresh application to resume studies on the same course or a different course in a subsequent academic year. Such applications will be considered on their individual merits and will take previous academic standing into account.

13 The decision-making process

- 13.1 Where courses use interviews or auditions as part of their selection process we will make this explicit to candidates. We will provide details on how the interviews or auditions will be conducted and the criteria which will be used to identify suitable candidates. Applicants to these courses will be expected to submit work which may be used to assess their creative ability. This may include, but is not limited to, submission of a portfolio, an audition, a project, or examples of written work such as an essay.
- 13.2 Where interviews or auditions are not used, applicants will be considered on the basis of their UCAS or direct application. Achieved and predicted grades, personal statements and references will all be taken into account in making offers and setting any conditions.
- 13.3 On-campus courses which do not interview or audition will invite applicants to a Post-Offer Visit Day.
- 13.4 All applicants to on-campus courses are encouraged to visit the campus as we strongly recommend that they view our facilities and meet our staff first-hand in order to ensure that this is the right university for them.
- 13.5 However, applicants unable to visit in person may request an interview or audition to be conducted online or by telephone. This is the normal practice for International applicants.
- 13.6 Interviews via the UCAS Clearing process will normally be by telephone.
- 13.7 We are unable to offer financial assistance to enable applicants to attend an interview, audition, or other visit to the campus.

- 13.8 Notification of a decision to make an offer to or to reject an applicant will be communicated via UCAS for undergraduate courses or directly in writing via email in the case of non-UCAS courses.
- 13.9 Where offers are concerned, we will use language that is clear and specific so that applicants understand it, and the offer will be in line with published entry requirements.
- 13.10 We are unable to notify applicants of, or discuss, academic decisions by telephone.
- 13.11 The decisions we can make are:
- Unconditional
 - Conditional – subject to the fulfilment of certain conditions such as academic results
 - Unsuccessful
- 13.12 Applicants who have not yet achieved our entry requirements and are currently studying for awards will normally receive conditional offers.
- 13.13 On occasion, we will be unable to make an offer for the course applied for, but may consider that a different course may be more appropriate. In such cases the applicant will be contacted to discuss an alternate offer.
- 13.14 Applicants via UCAS should use the UCAS system to reply to their offer. They have three options: to make us their firm choice; to make us their insurance choice; or to decline the offer. Applicants to other courses should respond direct to accept or decline their offer.
- 13.15 Applicants will be made aware of the terms and conditions of their offer via email from us, including their right to withdraw from a course of study within 14 days of commencing study without tuition fee liability.
- 13.16 Applicants to some of our courses are required to pay acceptance fees.
- 13.17 Successful applicants that firmly accept an offer with Falmouth will be anticipated to enrol, subject to fulfilment of any conditions of their offer. Firm placeholders will be emailed with details to enable them to enrol online, normally two weeks prior to the first day of term.
- 13.18 At the confirmation of results stage, we do not automatically make applicants unsuccessful if they have not met the standard academic conditions of their offer. Therefore, applicants who do not meet the standard academic conditions of their offer, or who anticipate that they may not meet the standard academic conditions of their offer, due to serious extenuating circumstances such as ill health, are advised to contact the Admissions Office for advice and to submit any supporting evidence in writing for consideration.
- 13.9 Conditional placeholders who do not meet the standard academic conditions of their offer during the confirmation of results period will be considered on a case-by-case basis and any extenuating circumstances that may have impacted on their results will be taken into account. We may request further information from the placeholder at this point.
- 13.20 Conditional placeholders who do not meet mandatory requirements such as the English language requirement or Home Office obligations will not be permitted to enrol, and they

will be deemed unsuccessful in their application if they have not met these requirements before the end of the enrolment period.

14 Diversity and special needs

- 14.1 Falmouth values diversity amongst our student body. It enriches learning, teaching, and research. Our admissions processes are designed to encourage applicants from different social and educational backgrounds.
- 14.2 We are committed to ensuring fairness, consistency and transparency within an equality framework. As such, marketing materials will be designed, both online and in print, with regard to accessibility. While our major documents may not, in every instance, be produced in alternative formats, we are committed to making every effort to do so upon request.
- 14.3 Applicants who declare they are Care Leavers on their application form are eligible for a range of additional support measures throughout their student journey with Falmouth, including the admissions process. More details can be found at www.falmouth.ac.uk/care-leavers.

15 Safeguarding and admission of under 18 year-olds

- 15.1 We are committed to safeguarding and promoting the health, safety and wellbeing of children and vulnerable adults and take our legal duties extremely seriously. We are not however *in loco parentis* (in the place of the parent) and cannot accept the responsibilities of guardian to any member of our community or user of our amenities. For more information about safeguarding, please refer to our Safeguarding Policy and Procedures under 'Health and Safety' on our [Student Regulations](#) web page.
- 15.1.2 Students under the age of 18 who are enrolled and registered on courses at the University are accepted on the basis that they, for all practical purposes, will be treated as if they are 18.
- 15.2 **Procedure for admission and enrolment of students who are under 18**
- 15.2.1 At a point appropriate in the admissions cycle, prior to confirmation of results and enrolment, the Admissions Office will report on any firmly accepted placeholders that will be under the age of 18 on the first day of term.
- 15.2.2 Each applicant and the parent/guardian will be advised in writing or via email of our position. Both parties will be asked to complete a consent form, to give permission to the enrolment of the applicant.
- 15.2.3 International students must supply address details of a parent/guardian with an address in the UK.
- 15.2.4 Prior to the first day of term, the Admissions Office will advise a range of our personnel of any under 18 year-olds expected to enrol. For more detail, please refer to the Safeguarding Policy and Procedure.

16 Inaccurate or misleading information

- 16.1 Failure to provide relevant information or supplying fraudulent or misleading information as part of an application may result in the withdrawal of an offer, or the termination of enrolment.
- 16.2 We work with UCAS' verification and similarity detection services to identify personal statements that match or are similar to others on file. UCAS will notify us of any match and we reserve the right to request a new personal statement from the applicant or, in extreme cases, to withdraw the application altogether.

17 Disclosure of criminal convictions

- 17.1 We have a duty of care to our staff and students and, therefore, need to be informed of any alleged criminal activity and/or convictions by our students and by any applicant.
- 17.2 The [Rehabilitation of Offenders Act 1974](#) defines relevant criminal convictions as only those convictions for offences that are unspent. Therefore, any applications containing spent convictions should be subject to the same process as an application that contains no criminal convictions.
- 17.3 Where an unspent criminal conviction has been declared by an applicant, the application will proceed as normal and it will be considered initially on academic merit.
- 17.4 If the academic decision is not to offer a place, then we will not need to consider the criminal conviction at all.
- 17.5 If the academic decision is to offer a place, then the University will consider the wider issues surrounding the criminal conviction, including the interests and safety of all members of our community, prior to offering an applicant a place to study.
- 17.6 For more detail please refer to the Criminal Convictions Policy online under 'Admissions' on the [Student Regulations](#) page.

18 Feedback, appeals and complaints

- 18.1 Our courses are extremely popular, and demand far exceeds the availability of places in many instances. Not all applicants will receive an offer, therefore. Feedback to unsuccessful applicants is available on request.
- 18.2 Feedback requests will be fulfilled when they are made by the applicant or their nominated contact only. Feedback requests from third parties, such as schools, agents or parents, will not be fulfilled if that party is not a nominated contact.
- 18.3 Requests for feedback must be made to the Admissions Office in writing or by email within a week of the unsuccessful decision date. Requests for unsuccessful feedback will be fulfilled following interview stage only for courses that normally interview candidates as part of their admissions process.

- 18.4 Falmouth will provide the applicant with a feedback form, filled in by the academic decision-maker. The University aims to provide feedback within four weeks of the request. However, at peak times of the application cycle this may be longer.
- 18.5 We are unable to discuss feedback over the telephone or enter into correspondence regarding the academic decision.
- 18.6 Applicants have no right to appeal against an academic decision not to offer them a place, provided that the decision has been reached fairly, in line with our policy, and in accord with the Equalities Act.
- 18.7 Applicants may however invoke our complaints procedure if they can demonstrate that there was a material error in the application process. Complaints can often be addressed informally, and any applicant wishing to complain should contact the Admissions Office in the first instance. If this does not result in an acceptable outcome, the formal complaints procedure may then be invoked. Please refer to our Complaints Policy and Procedure online under 'Complaints' on our [Student Regulations](#) page.

19 Applicant data

- 19.1 Applicant data are processed in accordance with the [Data Protection Act 1998](#) and any subsequent UK/EU legislation and regulations.
- 19.2 We will only discuss an application with the applicant himself/herself, unless the applicant has either listed a nominated contact as part of their application, or, expressly confirmed in writing or via email that we may discuss it with a third party.
- 19.3 An applicant may have contact with third parties such as recruitment agents, the Home Office or an application service such as UCAS at various stages of their application. We cannot be held accountable for any unsatisfactory interaction an applicant has with a third party.
- 19.4 We may need to share an application with other members of our academic and support services. Examples may include: Student Services; the Accessibility team; the Finance and Bursaries teams; and Academic Skills team.

20 Related policies

- 20.1 The following related regulations, policies and procedures may be found on the Falmouth University website at <http://www.falmouth.ac.uk/student-regulations>:
- Academic Regulations
 - Accreditation of Prior Learning (APL) Policy and Procedure
 - Complaints Policy
 - Criminal Convictions Policy and Procedure
 - Fees Policy
 - Safeguarding Policy
- 20.2 Policies and regulations are updated annually and may be subject to modifications. The latest versions will be available at the web address above.